

# Tips for Protecting Your e-QuickPay Account and Your Personal Information

## Protect your Ohio e-QuickPay® card and PIN.

- ☐ Do not give your card to anyone.
- ☐ Do not share your PIN with anyone.
- ☐ Choose a PIN you can remember without having to write it down.
- ☐ Never write your PIN on your e-QuickPay card.
- ☐ Never carry anything with you that has your PIN written on it.

## Protect your personal financial information.

- ☐ Be suspicious of phone or e-mail requests for financial information.
- ☐ Do not provide personal information over the phone, mail, or Internet unless you trust the source.
- ☐ The Office of Child Support, e-QuickPay Customer Service, or ACS EPPICard Processing will **NOT** contact you asking for personal information, such as your e-QuickPay account number or PIN.
- ☐ Be careful about which websites you visit.
- ☐ If you complete financial transactions with your PC on the internet, only use a secure connection.
  - An internet address for a secure site will begin with "https":
  - The "closed lock" symbol in the status bar of your browser will appear; this means the connection is secure.

## Report transaction activity that is not yours

- ☐ Call e-QuickPay Customer Service (at 1-800-503-1283) if you suspect fraud or if you have transactions on your Ohio e-QuickPay account that are not yours.